IMAC TATA Meeting
11/15/05
Meeting Minutes
Attendees: Dave Hippler, Melody August, Jenny Hoffman, Tricia Bless, Theresa Fosbinder, Jaquaie Coutant, Michael Kim, Deanna Tessman, Carol Hazelwood, Pam Lohaus, Margaret Romens, Keli Poppe

Agenda Item 1: Updates and announcements
Bureau Director: Jim Jones. Joanne Simpson has been hired as his replacement as Deputy Director.

Theresa would like to set meeting dates for 2006. Third Tuesday of the month seemed to be the best for the majority of group members. Theresa will check Fen Oak for 2006 dates. If Fen Oak is available, we will go with the third Tuesday of the month unless Fen Oak is not available.

Agenda Item 2: CWW 1.0 and 1.4 updates/discussion
CWW 1.0 Rollout is almost complete. There seem to be stragglers of people calling when stuck on assessment. These may be special situations, i.e. someone has been on leave. Most people are completing training. Training area staff will be reviewing data to see who has completed and who has not.   They will also be looking at evaluation results.

11/21/5 Mandatory transition for Southeast of State except Milwaukee. Milwaukee will have mandatory transition 12/5/5. Milwaukee has had technical issues in training room so there have been delays in getting people trained. CWW 1.0 training will be taken off line at the end of the year. If people need it, they should contact State and the State will repackage it.

Theresa asked the group how they were doing in progressing through CWW 1.0.
- Keli said as of 11/18 they are doing all Client Registration. They have pulled staff into small groups to rerun some of the basics like income screens. Staff has consistently run into the same issues. Staffs are having difficulty viewing people as individual versus group. They learned they can cut and paste from relevant screens. There have been issues with familiarity of how they used to find things

- Jenny Hoffman made one page web mapping on to one page. She will e-mail out to the rest of the group. Dave and Theresa will look at it and possibly will put in the process help.

- Jaquaie said staff likes to have one page to look at.

Theresa said Kevin is developing a help guide to the Help section of CWW. It is a card that would help people finds things. It would not list all that is there but concepts of what is contained where. It would have examples of what you would find in each place.

Discussion about "known problems by the Call Center". Jenny talked about situations where a worker has had a problem and spends an hour trying to fix it. They then bring it to Jenny where she spends an hour and half trying to fix it. When she calls into the call center they say it is a "known problem" and they give her the work around. Question: Why can't we be notified about these before we spend the time trying to fix it? There is hesitation on the Call Center to publish work-arounds. Suggestions included adding the information to RAQs or distributing CARES System Changes statewide. Group members said they found the CARES Systems changes really informative. In the past CARES Coordinators and Policy Coordinator have been given access to CATS but the group agreed it was very cumbersome and people don't have time to look through it. Theresa will take the issue to their staff meetings and see if there are things that could be done.

Tricia spoke about CWW 1.4 training. On 11/21 and 11/29 Wislines are being offered regarding CWW 1.4 Training approach. Agencies will be able to decide which pieces each of their staff of CWW 1.4 training they should take. Wisline will be covering this. CS detail page has been added to list.   They are suggesting everyone complete training before the end of the year. The changes go into production first day in January, 2006. Tricia estimated the training will take 3.5-4 hours to complete all 5 components. There is not an assessment but there are review questions and then an evaluation of the training materials.
       The five components are: Query

Person add and delete.
Agency transfer
Asset Assessment
CS income detail page

It is all one course and you choose which one parts you take. If Pathlore knows you as Client Registration and AE, you need to choose AE choice. Tricia said they will be forwarding out materials who people signed up for this Wisline on Thursday.

Agenda Item 3: Pathlore Changes, Upgrade and Conference Info
Tricia referenced a document that went out about a month ago outlining Pathlore changes mostly about New Worker. It describes the recent changes to Pathlore. There is a list of courses for New Worker's is available. They are in processes of moving experience worker materials (IM materials) to PTS web site. Desk aids that are IM related will be moved to process or system help. Assessments will be relabeled to reviews.

At the end of November there are changes to the left hand navigation pane. 'Personal Profile' will change to 'My information'. My curriculum will be added. People will start seeing this with CWW 1.4. Search will look different. It will be sorted by Departments and Programs. This was based on feedback that it was too difficult to find things. They are trying to make searches not so dependant on the title of course.

In January, Pathlore software will be updated. They will install a new version of Pathlore with increased functionality. One of these is a Supervisors tool where Supervisor can sign people up. To which Keli and Jenny said Yeah! Margaret silently went Yeah! Supervisors will also be able to check staffs transcripts. We still will not be able to record trainings that DHFS or DWD did not offer.

DHFS will be issuing an Admin. Memo in 06 about where we have been, and where we are going in the IM Training Arena.

Tricia attended a Conference-User Conference by Pathlore. They provided a day long training on the Supervisor Tool. Tricia learned a lot about reporting. Counties and Trainers will be able to run their own reports. Wisline webs can be held through PTS web site. Tricia will come back to this group to prioritize the roll out of these new features.

The DWD PTS Training web site will not hold Training Materials anymore. Some of W-2 desk aids will remain on web site. IM materials will be moved to PTS Learning Center

Testing: the tide has turned in this area. It used to be that Trainers were not supposed to evaluate new workers. It seems now that people are interested in assessments and more measurable way to evaluate trainees. Having a warehouse of games for new workers was also discussed as a possibility. In the short term, would it be possible to have a version of reviews that did not have the answers? In the long term, would be it possible to have more formal tests for new workers? Theresa is thinking of delegating this assignment to a Training Staff member when they are fully staffed.

Tricia talked about software that Questionmark developed to create assessment. Per Tricia their life is assessment. They will be talking to them about developing assessments. The capability of software is incredible. It is capable of evaluating a person doing something i.e. doing a baby add as a measure of competency.

Agenda Item 4: IM Training Workplan Review
IM Training Workplan-Active items dated 11/2005 was distributed
- CWW training for Non Core users was discussed. This will be offered in conjunction with an Ops Memo regarding Confidentiality. There is thought that people have access to CARES that should not have been granted that maybe should not have access. There was discussion about how do user appropriateness can be evaluated. Communication to non-core users is due to start in March.

- Training call center line will continue. (Tricia)

- New Worker- a lot of the work Carol is doing is moving documents to PTS Learning Center. She is trying to update them before she moves them. New Worker Classes starting in December. New Worker trainers will be getting together on Friday. Group members should let Carol know if they think something is missing.

The State needs to be aware of what the new worker training needs around the State are. Counties should contact Carol whenever they are even thinking about hiring a new worker. Theresa will work on getting the word out to Counties to contact Carol. (carolhaz@centurytel.net)

Discussion about DHFS staff attendance (or not) at Regional meetings. How do we avoid missed communication such as the New Worker discussion above? Points discussed:
--The information at TATA meetings is very valuable and not all is shared at Regional meetings
--Are the target people are at Regional Meetings? Trainers (in general) don't attend. It is director level.
--Would there be a place for Line Supervisor/Trainer level meetings/information sharing.
--Information at Regional Meetings is generally higher level.
--Not as much information is shared in the phone calls to Regional Office vs. what is shared in TATA group.

- If people need LTC training for "newish" worker--they should contact Kathy Judd. New Worker goes to Carol. If need on site support go to Theresa.

- After CWW 1.4, the next new big installment of CWW will be CWW 2.0. Along with this, ACCESS will have the ability to accept applications. There will be marketing pieces. There will be training pieces also. Theresa will bring in flow chart next meeting and she will ask us how we would implement in our agencies. On the calendar for training in March and rollout in May.

- CWW 2.1 and ACCESS report my changes will be next.

- IMQA-training will available distance and help will be within IMQA. It will not be a policy refresher. They are trying to link manuals into IMQA. It should also pull information from CARES.

- Self Employment refresher. Will use one person (Joe the Logger) but give examples of different ways they could set up their businesses. They have included daycare business and rental income. Jacquie has made up tools that she will share with the group.

We will cover the rest of the topics on the training workplan at next month's meeting.

Agenda Item 5: Strategic Adaptation Conference Update
This was an idea that came out of this group. Theresa took idea to IMAC and they liked it. Theresa and staff are moving forward in planning a series of conferences around the State. Theresa shared the meeting notes from her work group designated to developing this. Theresa sent us the PowerPoint IM Strategic Adaptation-this is the piece that was presented to IMAC.

Agenda Item 6: ECF Discussion and Demo-Gary Runk and Bob Martin
Dave Hippler reviewed ECF manual. Document list was shown.
Rollout schedule shown and hand out distributed. Previously they asked Counties when they wanted install. They have mapped out timelines for scanner installation.
It takes about 5-6 hours to install each scanner

Issues they have seen:
--PC needs to have internet connectivity. There is software that needs to be installed in the PC attached to scanner.
--Some counties have had to work around their firewall and/or had issues with proxy server.

The data is all stored database in Madison.

There is a folder for County specific documents and one labeled Restricted for confidential, HIPPish" documents.

All scanners have Virtual Re-Scan-piece of software and hardware that optimizes readability by lightening or darkening copy.

Individual documents are attached to person and stay with them. Documents that are true of case, will attach to case number. If individual changes cases, must look for their individual documents by pin or soc #. When querying documents, you need to think if you are searching for case specific documents or individual documents.

Estimated time to scan back file:

      10 to pre case

      20 to scan

Per Liz Green from Dane:

      7 minutes/case

      24 minutes to scan

Gary demonstrated pulling documents. It is the same as pulling EVF forms.

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Next meeting in Madison December 20.